



CPSE Prior Notice

Starting July 2022, Aetna will give prior notice to providers by posting a description online when Aetna discovers a Claim Processing Systemic Error (CPSE). Our intent is to post notice as soon as possible following discovery.

There are two new CPSEs that will be appearing on the January 15th report that Aetna would like to post notice of before the report.

- 1) CPSE #112 Radiology codes billed with facility place of service were scoring to an incorrect benefit that did not have facility place of service checked so fired edit 185 for invalid place of service.
- 2) CPSE #113 New Covid codes were missed in being added to a custom service group that would allow them to score to the correct benefit. As a result the codes were scoring to an ER benefit firing edit 214 (requires ER rev code) and 185 (invalid place of service)

As always, do not hesitate to contact your Aetna Better Health of Ohio Provider Relations Representative with any questions or comments. 855-364-0974.

Sincerely,

Provider Services

Aetna Better Health of Ohio